



## Central Florida Regional Planning Council **Title VI/Nondiscrimination Program Plan**

### **CFRPC Full and Fair Participation**

Public participation is solicited without regard to race, color, national origin, sex, age, disability, religion, or family status. Persons requiring accommodation under the Americans with Disabilities Act (ADA) or language translation, free of charge should contact Annie Arguello, CFRPC Title VI Liaison, 863-534-7130 (voice), or via Florida Relay Service 711, or by emailing [msoderstrom@cfrpc.org](mailto:msoderstrom@cfrpc.org) at least three days prior to the event. The CFRPC strives to ensure full and fair participation by all potentially affected individuals, groups and communities in the decision-making process of all programs.

# Table of Contents

**1 Title VI/Nondiscrimination Assurance and Management Commitment to Title VI/Nondiscrimination Plan**

**2 Introduction and Description of Services**

**3 Community Characteristics Inventory**

**4 Title VI Notice to the Public**

**5 Title VI/Nondiscrimination Procedures and Compliance**

**6 Title VI Investigations, Complaints, and Lawsuits**

**7 Public Participation and Language Assistance**

## **Appendix:**

A. Current Transportation/Transit System Description

B. Title VI Plan Adoption Meeting Minutes and FDOT Concurrence Letter

C. Public Participation Plan (PPP) for Transportation and Transit Programs

D. Limited English Proficiency Plan

# Title VI/Nondiscrimination Assurance and Management Commitment to Title VI/Nondiscrimination Plan

The Central Florida Regional Planning Council (hereinafter the Agency) assures that no person shall on the basis of race, color, national origin, age, disability, family, or religious status, as provided by Title VI of the Civil Rights Act of 1964, the Civil Rights Restoration Act of 1987 and the Florida Civil Rights Act of 1992 be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination or retaliation under any program or activity undertaken by the agency.

The Agency further agrees to the following responsibilities with respect to its programs and activities:

1. Designate a Title VI Liaison that has a responsible position within the organization and access to the recipient's Chief Executive Officer or authorized representative.
2. Issue a policy statement signed by the Chief Executive Director or authorized representative, which expresses its commitment to the nondiscrimination provisions of Title VI. The policy statement shall be circulated throughout the Recipient's organization and to the general public. Such information shall be published where appropriate in a language other than English.
3. Insert the clauses of Appendices A & E/Nondiscrimination Clause (found on page 5.6 of this plan) into every contract subject to the Acts and the Regulations.
4. Develop a complaint process and attempt to resolve complaints of discrimination against the Agency.
5. Participate in training offered on Title VI and other nondiscrimination requirements.
6. If reviewed by FDOT or any other state or federal regulatory agency, take affirmative actions to correct any deficiencies found within a reasonable time period, not to exceed ninety (90) days.
7. Have a process to collect racial and ethnic data on persons impacted by the agency's programs.
8. Submit the information required by FTA, FHWA, FDOT, or other federal programs to the primary recipient.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal funds, grants, loans, contracts, properties, discounts or other federal financial assistance under all programs and activities and is binding. The person whose signature appears below is authorized to sign this assurance on behalf of the agency.

December 8, 2021

Date



\_\_\_\_\_  
Patricia M. Steed, Executive Director

# Introduction and Description of Services



Since 1974, the Central Florida Regional Planning Council (CFRPC) has provided services to citizens and local governments of DeSoto, Hardee, Highlands, Okeechobee, and Polk Counties to improve quality of life, including emergency preparedness, transportation, economic development programs, and facilitating regional planning and convening. In all programs of the CFRPC, public participation is solicited without regard to race, color, national origin, sex, age, disability, religion, or family status. A description of the Agency's current transportation/transit system is included in Appendix A. The CFRPC has five (5) program focus areas: The Agency has appointed a Title VI Liaison that has easy access to the Executive Officer of the Agency. The liaison is the focal point for Title VI implementation and monitoring of activities receiving federal financial assistance. The Liaison maintains knowledge of Title VI and other nondiscrimination authority requirements and is responsible for the following:

- Attending training on Title VI and other nondiscrimination authorities when offered by FDOT or any other regulatory agency and providing training to appropriate Agency management and staff.
- Disseminating Title VI information to the public, including in languages other than English, when necessary.
- Requiring the collection of data related to race, gender, and national origin of service area population to ensure low income, minorities, and other underserved groups are included and not discriminated against.
- Reviewing the Agency's programs, services and activities at least triennially to ensure nondiscrimination.
- Implementing procedures for the prompt processing of Title VI complaints

## Title VI Plan Concurrence and Adoption

This Title VI Plan received FDOT concurrence on [Date]. The Plan was approved and adopted by the Agency's Council during a meeting held on December 8, 2021. A copy of the meeting minutes and FDOT concurrence letter is included in Appendix B of this Plan.



### Regional Conveners

The CFRPC leads community and regional vision efforts, engage the public in a variety of plans and programs, and maintain Strategic Regional Policy Plans.



### Transportation

The CFRPC serve as staff to the Heartland Regional Transportation Planning Organization serving DeSoto, Glades, Hardee, Hendry, Highlands, and Okeechobee counties. Planning services also include Complete Streets, Safe Routes to Schools, and Greenways and Trails planning.



### Quality of Life

Through visioning and community planning efforts, the CFRPC assist local communities as they set goals to implement a vision and strategy for their communities and regions.



### Emergency Preparedness

As partners and staff to the Local Emergency Planning Committee (LEPC) the CFRPC supports first responders. Looking at hazardous materials and security threats, staff organize, plan, conduct exercises, and then prepare post exercise reports.



### Economic Development

The CFRPC maintains the Comprehensive Economic Development Strategy for the region, provides technical assistance to counties and cities for economic development activities, conducts regional economic impact analyses using the nationally recognized REMI software, facilitates Post Disaster Recovery efforts and resiliency planning, engages in redevelopment planning, and administers revolving loan funds for brownfields redevelopment including remediation and reuse planning.

## Title VI/Nondiscrimination and ADA Coordinator

**Annie Arguello**

**Title VI/Nondiscrimination Coordinator**

555 East Church Street, Bartow, FL 33830

Email: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)

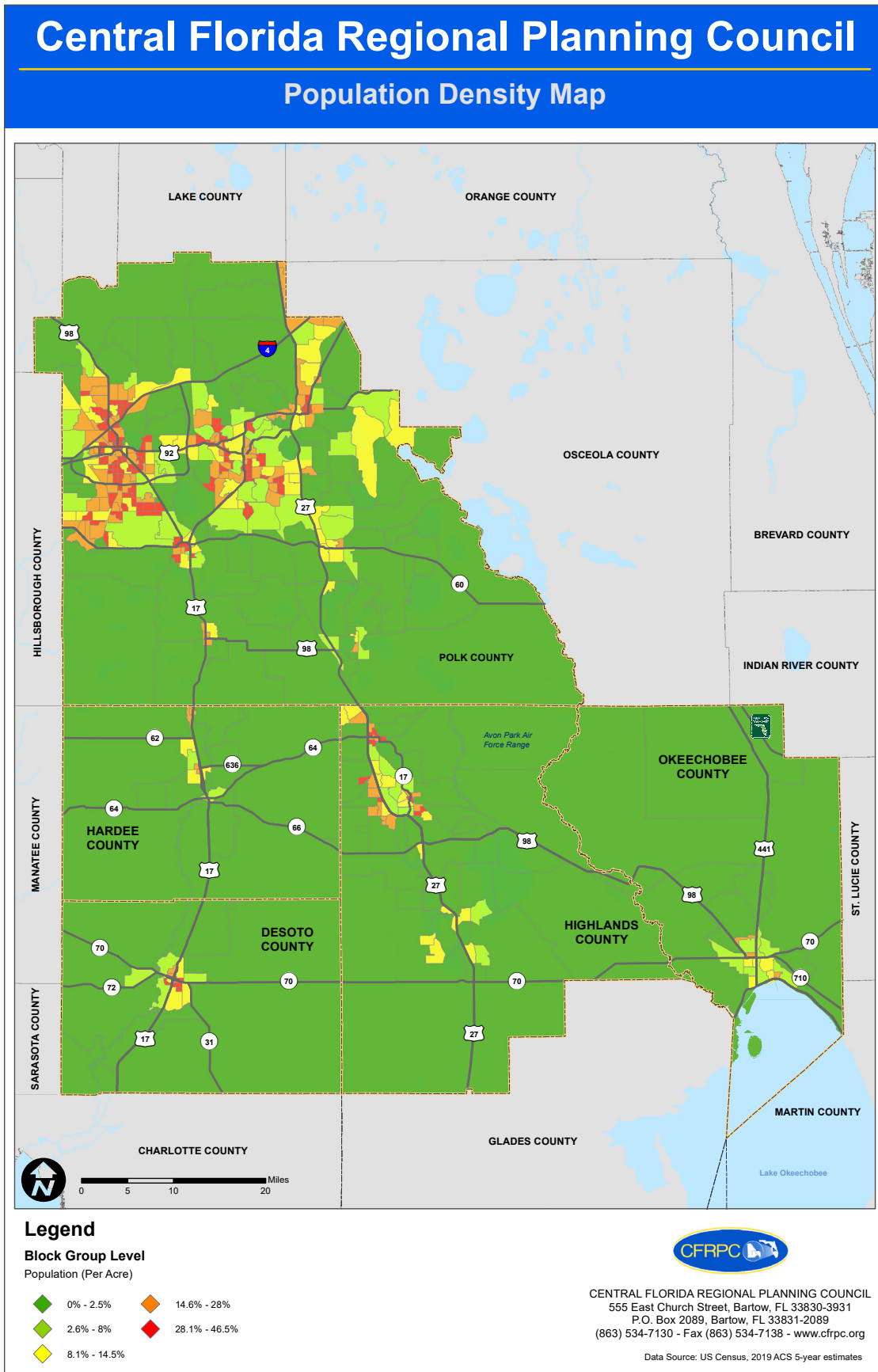
Phone: 863-534-7130 x 127

Fax: 863-534-7138

Hearing Impaired: Dial 711 for the Florida Relay Service (TTY)

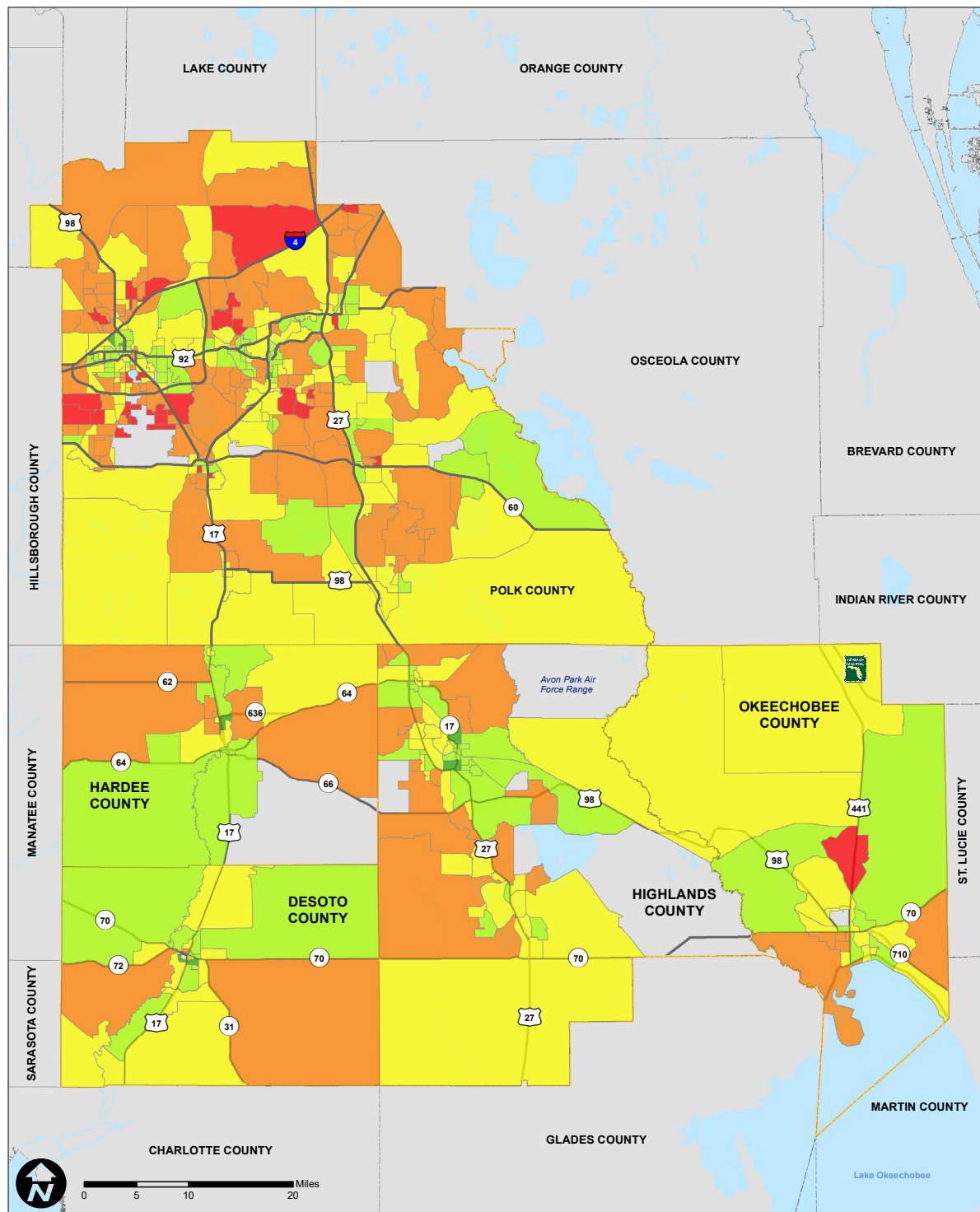
# Community Characteristics Inventory

The Agency uses demographic information to locate underserved populations, allowing proactive community outreach efforts. Analyzing the size and scope of underserved populations allows us to identify opportunities to minimize, mitigate, or avoid disparate impacts in transportation planning. Robust public involvement is also vital.



# Central Florida Regional Planning Council

## Median Household Income Map



### Legend

#### Block Group Level

Median Household Income (Past 12 Months)

- ◆ 10,000 - 20,000
- ◆ 20,001 - 35,000
- ◆ 35,001 - 50,000
- ◆ 50,001 - 75,000
- ◆ 75,001 - 100,000
- ◆ No Data Available



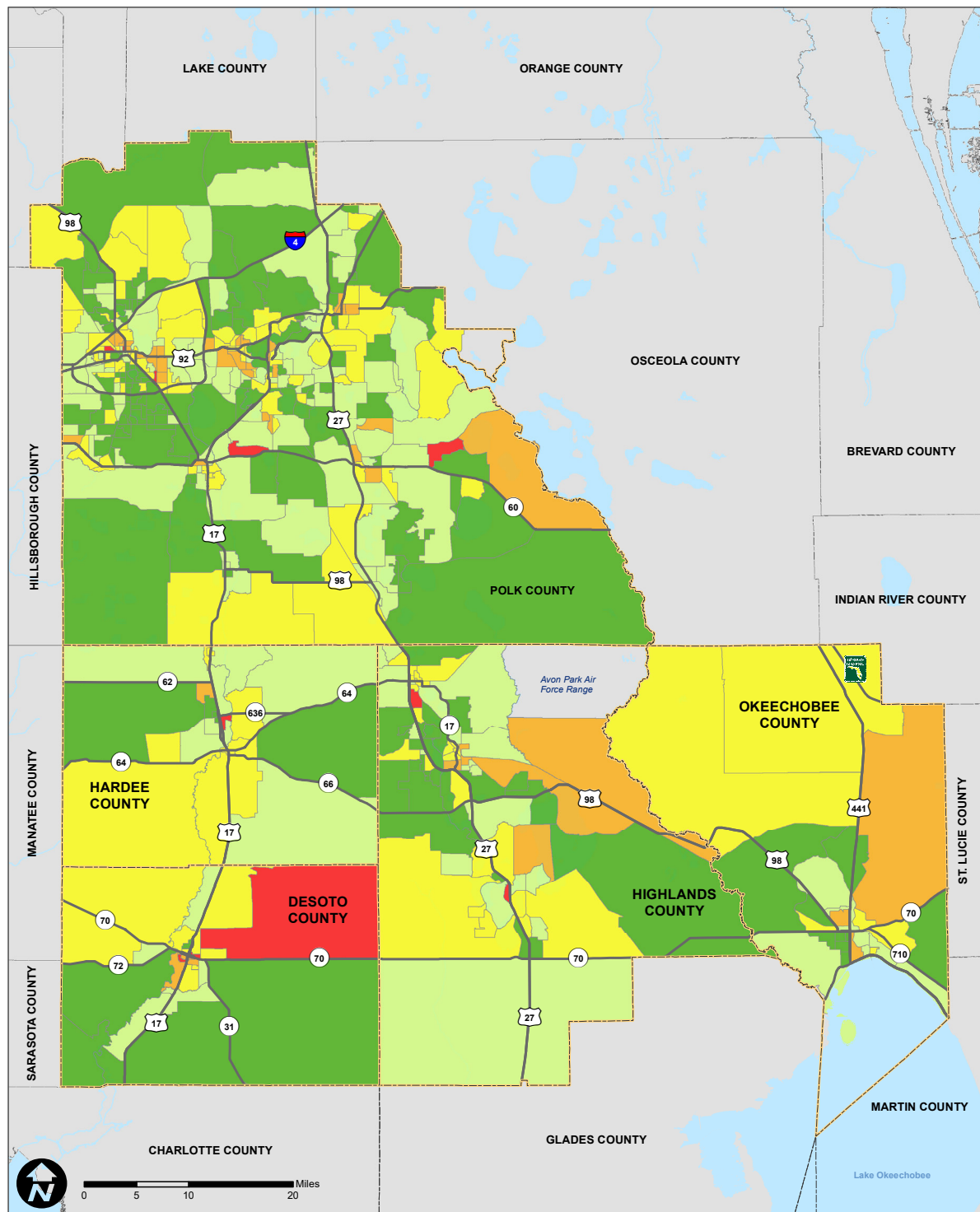
CENTRAL FLORIDA REGIONAL PLANNING COUNCIL  
 555 East Church Street, Bartow, FL 33830-3931  
 P.O. Box 2089, Bartow, FL 33831-2089  
 (863) 534-7130 - Fax (863) 534-7138 - [www.cfrpc.org](http://www.cfrpc.org)

Data Source: US Census, 2019 ACS 5-year estimates

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# Central Florida Regional Planning Council

## Percent Below Poverty Level



### Legend

#### Block Group Level

Percent Below Poverty Level (Families)

- ◆ 0% - 7%
- ◆ 7.01% - 15%
- ◆ 15.01% - 30%
- ◆ 30.01% - 50%
- ◆ 50.01% - 100%
- ◆ No Data Available



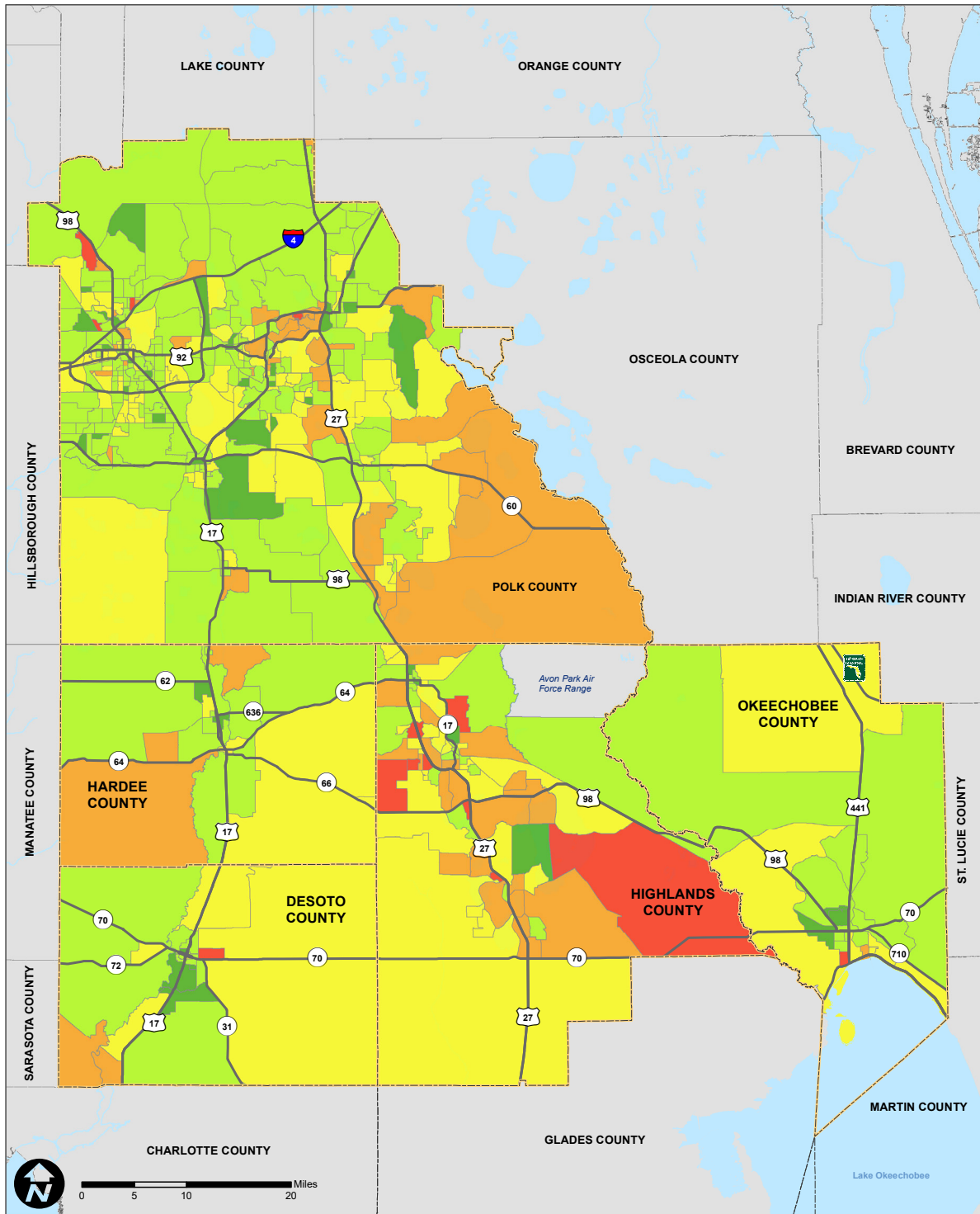
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 (863) 534-7130 - Fax (863) 534-7138 - www.cfrpc.org

Data Source: US Census, 2019 ACS 5-year estimates

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# Central Florida Regional Planning Council

## Households with Resident Over 65



### Legend

#### Block Group Level

Percent of Households with a Person Over 65

- ◆ 3.51% - 20%
- ◆ 60.01% - 80%
- ◆ 20.01% - 40%
- ◆ 80.01% - 95.93%
- ◆ 40.01% - 60%
- ◆ No Data Available



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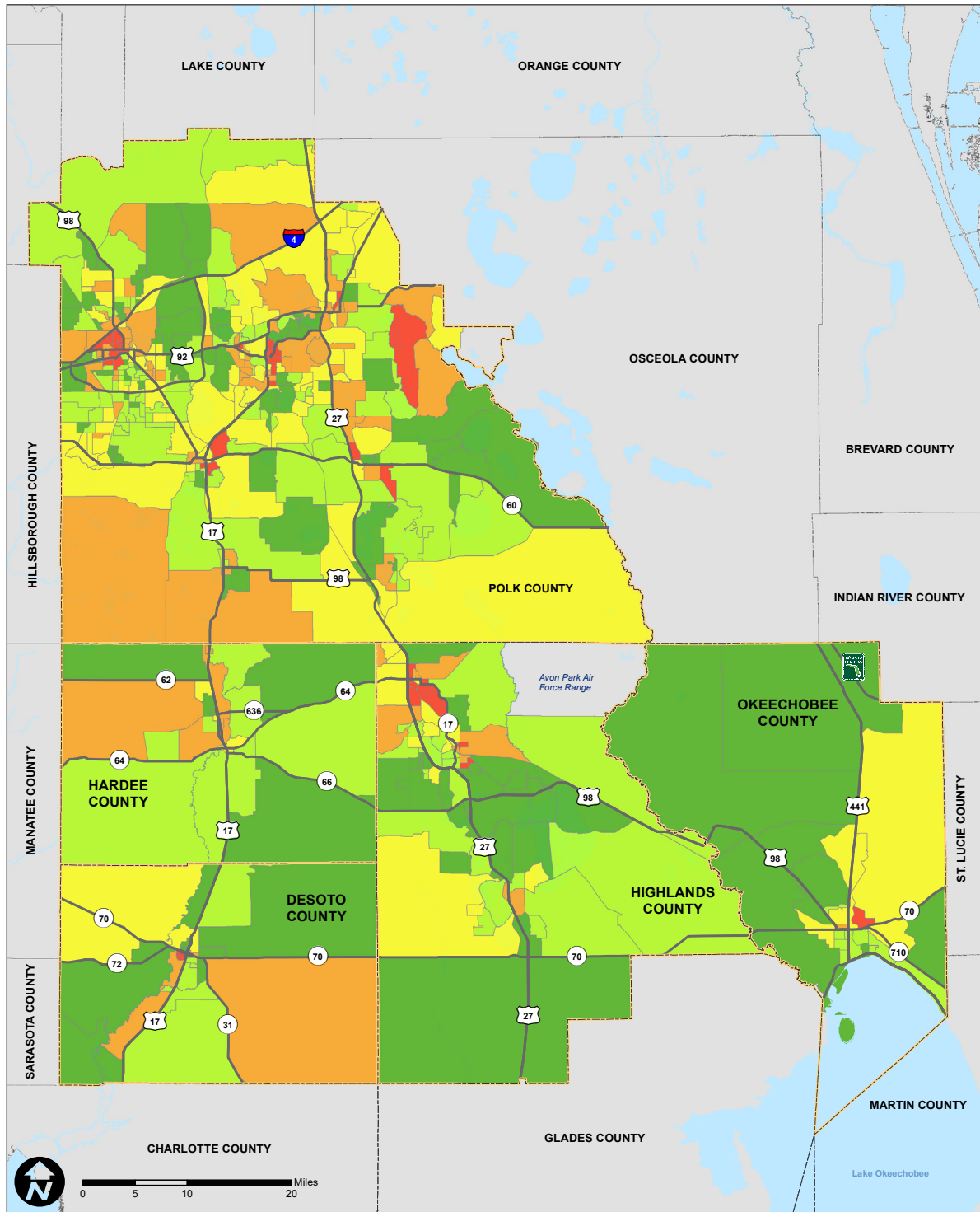
Data Source: US Census, 2019 ACS 5-year estimates

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# Central Florida Regional Planning Council

## Minority Population Map



### Legend

#### Block Group Level

Percent or Total Population is Minority (Race)

- ◆ 0% - 7%
- ◆ 7.01% - 15%
- ◆ 15.01% - 30%
- ◆ 30.01% - 50%
- ◆ 50.01% - 98%
- ◆ No Data Available

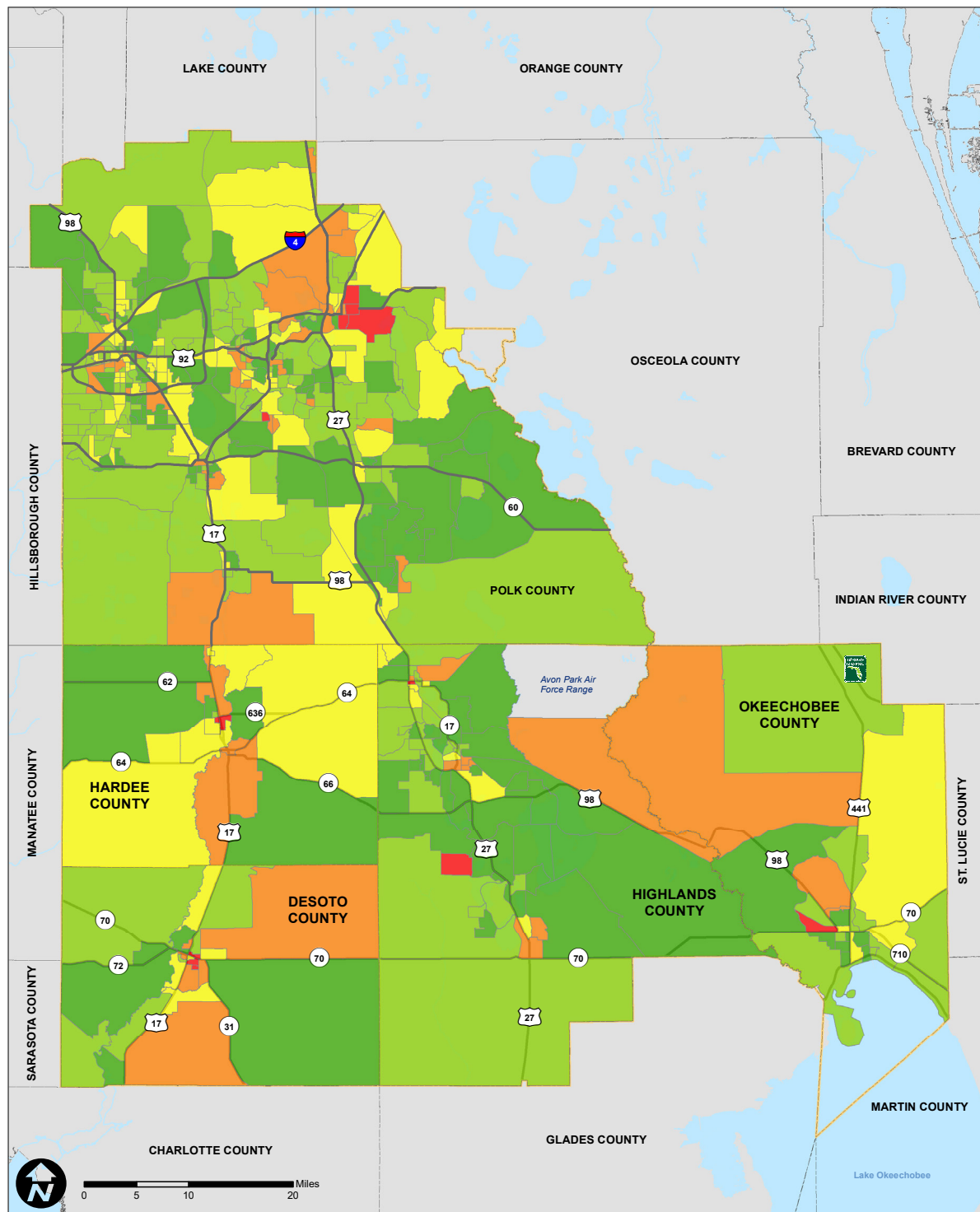


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Data Source: US Census, 2019 ACS 5-year estimates

# Central Florida Regional Planning Council

## Limited English Proficiency Populations Map



### Legend

#### Block Group Level

Limited English Speaking Households

- |  |             |  |                   |
|--|-------------|--|-------------------|
|  | 0%          |  | 10.01% - 20%      |
|  | 0.01% - 5%  |  | 20.01% - 48.82%   |
|  | 5.01% - 10% |  | No Data Available |



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Data Source: US Census, 2019 ACS 5-year estimates

# Certifications and Assurances

Certifications and Assurances

Fiscal Year 2021

## FEDERAL FISCAL YEAR 2021 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: Central Florida Regional Planning Council

The Applicant certifies to the applicable provisions of categories 01–21.   x  

*Or,*

The Applicant certifies to the applicable provisions of the categories it has selected:

Category	Certification
01 Certifications and Assurances Required of Every Applicant	_____
02 Public Transportation Agency Safety Plans	_____
03 Tax Liability and Felony Convictions	_____
04 Lobbying	_____
05 Private Sector Protections	_____
06 Transit Asset Management Plan	_____
07 Rolling Stock Buy America Reviews and Bus Testing	_____
08 Urbanized Area Formula Grants Program	_____
09 Formula Grants for Rural Areas	_____
10 Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11 Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

12 Enhanced Mobility of Seniors and Individuals with Disabilities Programs

\_\_\_\_\_

13 State of Good Repair Grants

\_\_\_\_\_

14 Infrastructure Finance Programs

\_\_\_\_\_

15 Alcohol and Controlled Substances Testing

\_\_\_\_\_

16 Rail Safety Training and Oversight

\_\_\_\_\_

17 Demand Responsive Service

\_\_\_\_\_

18 Interest and Financing Costs

\_\_\_\_\_

19 Construction Hiring Preferences

\_\_\_\_\_

20 Cybersecurity Certification for Rail Rolling Stock and Operations

\_\_\_\_\_

21 Tribal Transit Programs

\_\_\_\_\_

**FEDERAL FISCAL YEAR 2021 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE**

**PAGE**

(Required of all Applicants for federal assistance to be awarded by FTA in FY 2021)

**AFFIRMATION OF APPLICANT**

Name of the Applicant: \_\_\_\_\_

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in federal fiscal year 2021, irrespective of whether the individual that acted on his or her Applicant’s behalf continues to represent it.

FTA intends that the Certifications and Assurances the Applicant selects on the other side of this document should apply to each Award for which it now seeks, or may later seek federal assistance to be awarded during federal fiscal year 2021.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, “Program Fraud Civil Remedies,” 49 CFR part 31, apply to any certification, assurance or submission made to

FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature  Date: 12/08/2021

Name Pat Steed Authorized Representative of Applicant

AFFIRMATION OF APPLICANT’S ATTORNEY

For (Name of Applicant): Central Florida Regional Planning Council

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature  Date: 12/08/2021

Name Norman White Attorney for Applicant

*Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant’s Attorney pertaining to the Applicant’s legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney’s signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.*

# Title VI Notice to the Public

**Title VI/Nondiscrimination Statement:**

The Central Florida Regional Planning Council (CFRPC) values diversity and welcomes input from all interested parties, regardless of cultural identity, background, or income level. Moreover, the CFRPC believes that the best programs and services result from careful consideration of the needs of all of its communities, and the region benefits when all are involved in the decision-making process. Thus, the CFRPC does not tolerate discrimination in any of its programs, services, or activities. Pursuant to Title VI of the Civil Rights Act of 1964 and other federal and state authorities, the CFRPC will not exclude from participation in, deny the benefits of, or subject to discrimination, anyone on the grounds of race, color, national origin, sex, age, disability, religion, income, or family status.

**Americans with Disabilities Act/Section 504 of the Rehabilitation Act Statement:**

The Americans with Disabilities Act (ADA) of 1990, Section 504 of the Rehabilitation Act of 1973, and related federal and state laws and regulations forbid discrimination against those who have disabilities. Furthermore, these laws require federal aid recipients and other government entities to take affirmative steps to reasonably accommodate the disabled and ensure that their needs are equitably represented in transportation programs, services, and activities.

The CFRPC will make every effort to ensure that its facilities, programs, services, and activities are accessible to those with disabilities. The CFRPC will make every effort to ensure that its advisory committees, public involvement activities and all other programs, services, and activities include representation by the disabled community and disability service groups.

The CFRPC encourages the public to report any facility, program, service, or activity that appears to be inaccessible to those who are disabled. Furthermore, the CFRPC will provide reasonable accommodation to disabled individuals who wish to participate in public involvement events or who require special assistance to access facilities, programs, services, or activities. Because providing reasonable accommodation may require outside assistance, organization or resources, the CFRPC asks that requests be made at least three (3) calendar days prior to the need for accommodation.

Questions, concerns, comments or requests for accommodation should be made to the CFRPC's ADA Officer:

Annie Arguello, Title VI/Nondiscrimination Coordinator  
555 East Church Street, Bartow, FL 33830  
Email: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)  
Phone: 863-534-7130 x 127  
Fax: 863-534-7138  
Hearing Impaired: Dial 711 for the Florida Relay Service (TTY)

## Posting Locations:

The above notice is posted in the public area of the CFRPC's office at 555 East Church Street, Bartow, FL 33830, and on the CFRPC's website at [www.cfrpc.org](http://www.cfrpc.org)

# Título de la Política VI / No Discriminación

## **Declaración de Política:**

El Central Florida Regional Planning Council (CFRPC) valora la diversidad y agradece las aportaciones de todas las partes interesadas, independientemente de su identidad cultural, antecedentes o nivel de ingresos. Además, el CFRPC cree que los mejores programas y servicios resultan de una cuidadosa consideración de las necesidades de todas sus comunidades y los beneficios de la región cuando todos están involucrados en el proceso de toma de decisiones. Por lo tanto, el CFRPC no tolera la discriminación en ninguno de sus programas, servicios o actividades. De conformidad con el Título VI de la Ley de Derechos Civiles de 1964 y otras autoridades federales y estatales, el CFRPC no excluirá la participación, negará los beneficios o estará sujeto a discriminación a ninguna persona por motivos de raza, color, nacionalidad, sexo., edad, discapacidad, religión, ingresos o estado familiar.

## **Ley de Estadounidenses con Discapacidades / Sección 504 de la Declaración de la Ley de Rehabilitación:**

La Ley de Estadounidenses con Discapacidades (ADA) de 1990, la Sección 504 de la Ley de Rehabilitación de 1973 y las leyes y regulaciones federales y estatales relacionadas prohíben la discriminación contra aquellos que tienen discapacidades. Además, estas leyes requieren que los beneficiarios de la ayuda federal y otras entidades gubernamentales tomen medidas afirmativas para acomodar razonablemente a los discapacitados y garantizar que sus necesidades estén representadas equitativamente en los programas, servicios y actividades de transporte.

El CFRPC hará todo lo posible para garantizar que sus instalaciones, programas, servicios y actividades sean accesibles para las personas con discapacidades. El CFRPC hará todos los esfuerzos para garantizar que sus comités asesores, actividades de participación pública y todos los demás programas, servicios y actividades incluyan la representación de la comunidad de discapacitados y los grupos de servicios para discapacitados.

El CFRPC alienta al público a informar sobre cualquier instalación, programa, servicio o actividad que parezca ser inaccesible para los discapacitados. Además, el CFRPC proporcionará un ajuste razonable a las personas con discapacidad que deseen participar en eventos de participación pública o que requieran asistencia especial para acceder a instalaciones, programas, servicios o actividades. Debido a que proporcionar una adaptación razonable puede requerir asistencia, organización o recursos externos, el CFRPC solicita que las solicitudes se realicen al menos tres (3) días de calendario antes de la necesidad de la adaptación.

Preguntas, inquietudes, comentarios o solicitudes de adaptación deben hacerse al Oficial de la ADA CFRPC:

Annie Arguello, Título VI /Coordinador No Discriminación

555 East Church Street, Bartow, FL 33830

Email: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)

Phone: 863-534-7130 x 127

Fax: 863-534-7138

Personas con discapacidad auditiva: Marque 711 para el Servicio de Retransmisión de Florida (TTY)

## **Ubicación de Publicación:**

El aviso anterior está publicado en el área pública de la oficina del CFRPC en 555 East Church Street Bartow, FL 33830, y en el sitio web del CFRPC en [www.cfrpc.org](http://www.cfrpc.org).

# Tit VI Avi pou Piblik la

## **Tit VI / Deklarasyon Non-Diskriminasyon:**

Konsèy Planifikasyon Rejyonal Laflorid Santral (CFRPC) bay divèsite valè epi li akeyi opinyon tout moun ki gen enterè yo, kèlkeswa idantite kiltirèl, orijin, oswa nivo revni. Anplis de sa, CFRPC kwè ke pi bon pwogram ak sèvis yo soti nan konsiderasyon ak anpil atansyon sou bezwen tout kominote li yo, epi rejyon an benefisye lè tout moun patisipe nan pwosesis pou pran desizyon an. Kidonk, CFRPC pa tolere diskriminasyon nan nenpòt nan pwogram, sèvis, oswa aktivite li yo. Dapre Tit VI Lwa sou Dwa Sivil 1964 ak lòt otorite federal ak leta, CFRPC p ap ekskli nan patisipasyon, refi benefis, oswa sijè a diskriminasyon, nenpòt moun ki baze sou ras, koulè, orijin nasyonal, sèks, laj, andikap, relijyon, revni, oswa sitiyoasyon fanmi.

## **Lwa sou Ameriken Andikape Yo / Deklarasyon Lwa Reyabilitasyon Seksyon 504:**

Lwa Ameriken andikape yo (ADA) 1990, Seksyon 504 Lwa Reyabilitasyon 1973, ak Lwa ak règleman federal ak eta ki gen rapò ak entèdiksyon diskriminasyon kont moun ki andikape. Anplis de sa, Lwa sa yo egzije moun k ap resevwa asistans federal yo ak lòt antite gouvènman yo pou yo pran aksyon afimatif pou akomode moun ki andikape yo yon fason rezonab epi asire bezwen yo reprezante jistis nan pwogram transpò, sèvis ak aktivite yo.

CFRPC pral fè tout efò posib pou asire enstalasyon, pwogram, sèvis ak aktivite li yo aksesib pou moun ki andikape yo. CFRPC a pral fè tout efò posib pou asire ke komite konsiltatif li yo, aktivite patisipasyon piblik yo ak tout lòt pwogram, sèvis, ak aktivite yo gen reprezantasyon nan kominote andikape yo ak gwoup sèvis ki andikape yo.

CFRPC ankouraje piblik la pou rapòte nenpòt etablisman, pwogram, sèvis oswa aktivite ki parèt pa aksesib pou moun ki andikape yo. Anplis de sa, CFRPC a pral bay aranjman rezonab pou moun ki gen andikap ki vle patisipe nan evènman patisipasyon piblik oswa ki bezwen èd espesyal pou jwenn aksè nan enstalasyon, pwogram, sèvis, oswa aktivite. Paske bay aranjman rezonab ka mande asistans deyò, òganizasyon oswa resous, CFRPC egzije pou demann yo fèt omwen twa (3) jou kalandriye anvan bezwen an pou aranjman.

Kesyon, enkyetid, kòmantè oswa demann pou akomodasyon ta dwe fèt bay Ofisy CFRPC ADA a:

Annie Arguello, Tit VI / Kowòdonatè Non-Diskriminasyon  
555 East Church Street, Bartow, FL 33830  
Imèl: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)  
Telefòn: 863-534-7130 x 127  
Faks: 863-534-7138  
Moun ki gen pwoblèm pou tande: 711 Florida Relay Service (TTY)

## **Post Kote:**

Avi ki anwo a afiche nan zòn piblik la nan biwo CFRPC nan  
555 East Church Street, Bartow, FL 33830,  
ak sou sit wèb CFRPC nan [www.cfrpc.org](http://www.cfrpc.org).



# Title VI/Nondiscrimination Procedures and Compliance

## Complaint Procedures

The Central Florida Regional Planning Council (CFRPC) has established a discrimination complaint procedure and will take prompt and reasonable action to investigate and eliminate discrimination when found. Any person who believes that he or she has been subjected to discrimination based upon race, color, national origin, sex, age, disability, religion, income, or family status in any of CFRPC's programs, services, or activities may file a complaint with the CFRPC Title VI/Nondiscrimination Coordinator:

Annie Arguello, Title VI/Nondiscrimination Coordinator  
555 East Church Street, Bartow, FL 33830  
Email: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)  
Phone: 863-534-7130 x 127  
Fax: 863-534-7138  
Hearing Impaired: Dial 711 for the Florida Relay Service (TTY)

The CFRPC's Title VI/Nondiscrimination Coordinator has easy access to the CFRPC's Executive Director and is not required to obtain management or other approval to discuss discrimination issues with the Executive Director.

If possible, the complaint should be submitted in writing and contain the identity of the complainant; the basis for the allegation(s) (i.e., race, color, national origin, sex, age, disability, religion, income, or family status); and a description of the alleged discrimination with the date of occurrence. If the complaint cannot be submitted in writing, the complainant should contact the Title VI/Nondiscrimination Coordinator for assistance.

The Title VI/Nondiscrimination Coordinator will respond to the complaint within thirty (30) calendar days and will take reasonable steps to resolve the matter. Should CFRPC be unable to resolve a complaint satisfactorily, CFRPC will forward the complaint along with a record of its disposition to the appropriate federal or state agency based on the program in which the complaint occurred, including, but not be limited to, the following agencies: the US Department of Transportation; the US Department of Commerce including the US Economic Development Administration; the Department of Defense including the Office of Economic Adjustment and the Department of the Air Force; the US Department of Housing and Urban Development; the US Department of Health and Human Services; the US Department of Environmental Protection; the US Department of Interior Resources; the US Department of Agriculture; or other Departments or Agencies of the United States of America.

Should the complainant be unable or unwilling to complain to CFRPC, the written complaint may be submitted directly to the Florida Department of Transportation (FDOT). FDOT will serve as a clearinghouse, forwarding the complaint to the appropriate state or federal agency:

Florida Department of Transportation, Equal Opportunity Office  
ATTN: Title VI Complaint Processing  
605 Suwannee Street MS 65, Tallahassee, FL 32399

# Título de la Política VI / No Discriminación

## Procedimientos y Cumplimiento

### Procedimientos de Queja

El CFRPC ha establecido un procedimiento de quejas de discriminación y tomará medidas inmediatas y razonables para investigar y eliminar la discriminación cuando se encuentre. Cualquier persona que crea que ha sido objeto de discriminación por raza, color, nacionalidad, sexo, edad, discapacidad, religión, ingresos o estado familiar en cualquiera de los programas, servicios o actividades de CFRPC puede presentar una queja ante el CFRPC. Título VI /Coordinador No Discriminación:

Annie Arguello, Title VI/Nondiscrimination Coordinator

555 East Church Street, Bartow, FL 33830

Email: [aarguello@cfrpc.org](mailto:aarguello@cfrpc.org)

Phone: 863-534-7130 x 127

Fax: 863-534-7138

Personas con discapacidad auditiva: Marque 711 para el Servicio de Retransmisión de Florida (TTY)

Coordinador del Título VI de la CFRPC tiene fácil acceso a la Directora Ejecutiva del CFRPC y no requiere obtener la gestión u otra aprobación de la gerencia para discutir los temas de discriminación con la Directora Ejecutiva.

Si es posible, la queja debe ser presentada por escrito y contener la identidad del reclamante; la base para la acusación(s) (es decir, raza, color, origen nacional, sexo, edad, discapacidad, religión, ingresos o situación familiar); y una descripción de la supuesta discriminación con la fecha de ocurrencia. Si la queja no puede ser presentada por escrito, el demandante debe ponerse en contacto con el Coordinador del Título VI / No Discriminación para obtener ayuda.

El Coordinador de Título VI / No Discriminación responderá a la queja dentro de los treinta (30) días de calendario y tomará las medidas razonables para resolver el asunto. En caso de que el CFRPC no pueda resolver satisfactoriamente una queja, el CFRPC enviará la queja junto con un registro de su disposición a la agencia federal o estatal correspondiente según el programa en el que se produjo la queja, incluidos, entre otros, los siguientes agencias: el Departamento de Transporte de los Estados Unidos; el Departamento de Comercio de los Estados Unidos, incluida la Administración de Desarrollo Económico de los Estados Unidos; el Departamento de Defensa, incluida la Oficina de Ajuste Económico y el Departamento de la Fuerza Aérea; el Departamento de Vivienda y Desarrollo Urbano de los Estados Unidos; el Departamento de Salud y Servicios Humanos de los Estados Unidos; el Departamento de Protección Ambiental de los Estados Unidos; el Departamento de Recursos del Interior de los Estados Unidos; el Departamento de Agricultura de los Estados Unidos; u otros Departamentos o Agencias de los Estados Unidos de América.

Si el demandante no puede o no quiere presentar una queja ante el CFRPC, la queja por escrito se puede presentar directamente al Departamento de Transporte de Florida (FDOT). El FDOT servirá como centro de intercambio de información y remitirá la queja a la agencia estatal o federal correspondiente:

Florida Department of Transportation, Equal Opportunity Office

ATTN: Title VI Complaint Processing

605 Suwannee Street MS 65, Tallahassee, FL 32399

# Complaint Form

Central Florida Regional Planning Council Title VI / Nondiscrimination Program Complaint of Discrimination										
Complainant(s) Name:	Complainant(s) Address:									
Complainant(s) Phone Number:										
Complainant's Representative's Name, Address, Phone Number and Relationship (e.g. friend, attorney, parent, etc):										
Name and Address of Agency, Institution, or Department Whom You Allege Discriminated Against You:										
Names of the Individual(s) Whom You Allege Discriminated Against You (If Known):										
Discrimination Because Of: <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Race</td> <td><input type="checkbox"/> Color</td> <td><input type="checkbox"/> National Origin</td> </tr> <tr> <td><input type="checkbox"/> Sex</td> <td><input type="checkbox"/> Age</td> <td><input type="checkbox"/> Handicap/Disability</td> </tr> <tr> <td><input type="checkbox"/> Income Status</td> <td><input type="checkbox"/> Retaliation</td> <td><input type="checkbox"/> Other</td> </tr> </table>	<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin	<input type="checkbox"/> Sex	<input type="checkbox"/> Age	<input type="checkbox"/> Handicap/Disability	<input type="checkbox"/> Income Status	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Other	Date of Alleged Discrimination:
<input type="checkbox"/> Race	<input type="checkbox"/> Color	<input type="checkbox"/> National Origin								
<input type="checkbox"/> Sex	<input type="checkbox"/> Age	<input type="checkbox"/> Handicap/Disability								
<input type="checkbox"/> Income Status	<input type="checkbox"/> Retaliation	<input type="checkbox"/> Other								
Please list the name(s) and phone number(s) of any person, if known, that the Florida Department of Transportation could contact for additional information to support or clarify your allegation(s).										
Please explain as clearly as possible <b>how, why, when</b> and <b>where</b> you believe you were discriminated against. Include as much background information as possible about the alleged acts of discrimination. Additional pages may be attached if needed.										
Complainant(s) or Complainant(s) Representatives Signature:	Date of Signature:									

**Title VI / Programa Antidiscriminatorio  
Querrela de Discriminacion**

Nombre del querellante:	Dirección:
Número de teléfono:	

Nombre, dirección, teléfono y relación (ej. amigo, abogado, pariente, etc.) del Representante del querellante:

Nombre y dirección de la Agencia, Institución, o Departamento que usted alega discrimino en su contra:

Nombre(s) del Individuo(s) Quien(es) Usted Alega Discrimino (naron) Contra Usted Si lo(s) Conoce:

Razón de la discriminación: <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> Raza</td> <td><input type="checkbox"/> Color</td> <td><input type="checkbox"/> Origen Nacional</td> </tr> <tr> <td><input type="checkbox"/> Sexo</td> <td><input type="checkbox"/> Edad</td> <td><input type="checkbox"/> Incapacidad/Impedimento Físico</td> </tr> <tr> <td><input type="checkbox"/> Status de Ingreso</td> <td><input type="checkbox"/> Represalia</td> <td><input type="checkbox"/> Otro</td> </tr> </table>	<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional	<input type="checkbox"/> Sexo	<input type="checkbox"/> Edad	<input type="checkbox"/> Incapacidad/Impedimento Físico	<input type="checkbox"/> Status de Ingreso	<input type="checkbox"/> Represalia	<input type="checkbox"/> Otro	Fecha de la alegada discriminación.
<input type="checkbox"/> Raza	<input type="checkbox"/> Color	<input type="checkbox"/> Origen Nacional								
<input type="checkbox"/> Sexo	<input type="checkbox"/> Edad	<input type="checkbox"/> Incapacidad/Impedimento Físico								
<input type="checkbox"/> Status de Ingreso	<input type="checkbox"/> Represalia	<input type="checkbox"/> Otro								

Favor de indicar el nombre (s) y número(s) de teléfono(s) de alguna persona(s) que el Departamento de Transporte puede comunicarse para información adicional que clarifique o respalde su alegación o alegaciones.

Favor de explicar tan claro como sea posible, **como, porque, cuando y donde** usted cree que fue discriminado. Incluya suficiente información acerca de los antecedentes según le sea posible, de los alegados actos de discrimen. Puede añadir paginas adicionales, si es necesario.

Firma del Querellante(s) o su Representante:	Fecha:
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Central Florida Regional Planning Council  
**Title VI Lwa: Plent Kont Diskriminasyon**

Non Moun Ki Pote Plent La:	Adrès Moun Ki Pote Plent La:
Nimewo Telefòn Moun Ki Pote Plent La:	

Non, Adrès, Nimewo telefòn Reprèzantan Moun Ki Pote Plent la ak Lien (setadi: zanmi, Avoka, Paran..etc):

Non ak Adrès Ajans, Institisyon, ou Depatman ou Kwè ki fè Diskriminasyon Kont ou:

Non Mounou Kwè Ki Diskriminen Kont ou (Si-w Konnen yo):

Rezon Diskriminasyon an	<input type="checkbox"/> Ras ou	<input type="checkbox"/> Koule-w	<input type="checkbox"/> Origin nasyonal	Dat Diskriminasyon an te fèt:
	<input type="checkbox"/> Seks ou:	<input type="checkbox"/> Laj ou	<input type="checkbox"/> Andikap/dezabilite	
	<input type="checkbox"/> Stati Revni-w	<input type="checkbox"/> revanj	<input type="checkbox"/> Lòt ankô:	

Silvouplè, bay non ak nimewo telefòn ninpòt moun ke Depatmant Transpòtasyon Florida kap kontakte pou plis infòmasyon pou sipòte ou klarifye plènt ou (a)/plent ou yo:

Silvouplè, eksplike klèman kijan, poukisa , ki lè, ak ki kote ou kwè ke diskriminasyon te fèt kont ou. Bay tout infòmasyon konplèt de tout aksyon diskriminasyon sa yo. Ajoute paj anplis si nesesè:

Siyati Moun Ki Pote Plent La ou Reprèzantan Li:	Dat Siyati:
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## Record Retention and Reporting Policy

The Agency will maintain compliance records and all Title VI related documents for a minimum of five (5) years and provide them to the primary recipient as scheduled or requested.

FTA requires that all direct and primary recipients document their compliance by submitting a Title VI Plan to their FTA regional civil rights officer once every three (3) years. For agencies in FDOT's LAP program, the plans will be solicited along with the SCAT form commensurate with LAP certification and recertification every three (3) years. In addition, the Agency will submit Title VI/Nondiscrimination Plans to FDOT or any other federal funding authority upon request or at any time a major change in the Plan occurs in accordance with 49 CFR 21.9(c).

## Sub-recipient Assistance and Monitoring for Transportation and Transit Programs

The Agency does have sub-recipients. The Agency is required by FTA and FHWA to ensure that sub-recipients of federal funds comply with all Title VI requirements. To meet this mandate, Agency monitoring consists of collecting data through site visits, day-to-day technical assistance, and collecting reports/forms. The Agency uses reports and site visits to determine if the sub-recipients are complying with the Title VI requirements as outlined in FTA Circular 4702.1B, 23 CFR 200.9(b)(13), if applicable, and the Agency's Title VI/Nondiscrimination Plan.

Title VI Complaint/Nondiscrimination procedures, form, and notice have been developed and distributed by the Agency to its sub-recipients. The Agency also assists the sub-recipients by providing demographic maps for Title VI analysis upon request.

Sub-Recipient Name	Name of Federal Funding Agency
MTM Transit	FTA

## Contractors and Subcontractors

The Agency is responsible for ensuring that contractors and subcontractors are in compliance with Title VI requirements. Contractors may not discriminate in the selection and retention of any subcontractors. Subcontractors may not discriminate in the selection and retention of any lower tier subcontractors. The Agency, contractors, and subcontractors may not discriminate in any activity in connection with federally-assisted projects. Contractors and subcontractors are not required to prepare or submit a Title VI/Nondiscrimination Plan. However, the following nondiscrimination clauses will be inserted into every contract with contractors and subcontractors subject to Title VI regulations.

# Nondiscrimination Clauses

During the performance of a transportation or transit contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "Contractor") must agree to the following clauses:

- 1. Compliance with Regulations:** The Contractor shall comply with the Regulations relative to nondiscrimination in federally-assisted programs of the U.S. Department of Transportation (hereinafter, "USDOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time, (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this Agreement.
- 2. Nondiscrimination:** The Contractor, with regard to the work performed during the contract, shall not discriminate on the basis of race, color, national origin, sex, age, disability, religion, or family status in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The Contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.
- 3. Solicitations for Subcontractors, including Procurements of Materials and Equipment:** In all solicitations made by the Contractor, either by competitive bidding or negotiation for work to be performed under a subcontract, including procurements of materials or leases of equipment; each potential subcontractor or supplier shall be notified by the Contractor of the subcontractor's obligations under this contract and the Regulations relative to nondiscrimination on the basis of race, color, national origin, sex, age, disability, religion or family status.
- 4. Information and Reports:** The Contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto, and shall permit access to its books, records, accounts, other sources of information, and its facilities as may be determined by the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration to be pertinent to ascertain compliance with such Regulations, orders and instructions. Where any information required of a Contractor is in the exclusive possession of another who fails or refuses to furnish this information the Contractor shall so certify to the Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration as appropriate, and shall set forth what efforts it has made to obtain the information.
- 5. Sanctions for Noncompliance:** In the event of the Contractor's noncompliance with the nondiscrimination provisions of this contract, The Agency shall impose contract sanctions as appropriate, including, but not limited to:
  - a. withholding of payments to the Contractor under the contract until the Contractor complies, and/or
  - b. cancellation, termination or suspension of the contract, in whole or in part.
- 6. Incorporation of Provisions:** The Contractor shall include the provisions of paragraphs (1) through (7) in every subcontract, including procurement of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The Contractor shall take such action with respect to any subcontract or procurement as the Agency, Florida Department of Transportation, the Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and/or the Federal Motor Carrier Safety Administration may direct as a means of enforcing such provisions including sanctions for noncompliance.
- 7. Compliance with Nondiscrimination Statutes and Authorities:** Title VI of the Civil Rights Act of 1964 (42 U.S.C. § 2000d et seq., 78 stat. 252), (prohibits discrimination on the basis of race, color, national origin); and 49 CFR Part 21; The Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970, (42 U.S.C. § 4601), (prohibits unfair treatment of persons displaced or whose property has been acquired because of Federal or Federal-aid programs and projects); Federal-Aid Highway Act of 1973, (23 U.S.C. § 324 et seq.), (prohibits discrimination on the basis of sex); Section 504 of the Rehabilitation Act of 1973, (29 U.S.C. § 794 et seq.), as amended, (prohibits discrimination on the basis of disability); and 49 CFR Part 27; The Age Discrimination Act of 1975, as amended, (42 U.S.C. § 6101 et seq.), (prohibits discrimination on the basis of age); Airport and Airway Improvement Act of 1982, (49 USC § 471, Section 47123), as amended, (prohibits discrimination based on race, creed, color, national origin, or sex); The Civil Rights Restoration Act of 1987, (PL 100-209), (Broadened the scope, coverage and applicability of Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975 and Section 504 of the Rehabilitation Act of 1973, by expanding the definition of the terms "programs or activities" to include all of the programs or activities of the Federal-aid recipients, sub-recipients and contractors, whether such programs or activities are Federally funded or not); Titles II

and III of the Americans with Disabilities Act, which prohibit discrimination on the basis of disability in the operation of public entities, public and private transportation systems, places of public accommodation, and certain testing entities (42 U.S.C. §§ 12131 -- 12189) as implemented by Department of Transportation regulations at 49 C.F.R. parts 37 and 38; The Federal Aviation Administration's Non-discrimination statute (49 U.S.C. § 47123) (prohibits discrimination on the basis of race, color, national origin, and sex); Executive Order 12898, Federal Actions to Address Environmental Justice in Minority Populations and Low-Income Populations, which ensures non-discrimination against minority populations by discouraging programs, policies, and activities with disproportionately high and adverse human health or environmental effects on minority and low-income populations; Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, and resulting agency guidance, national origin discrimination includes discrimination because of limited English proficiency (LEP). To ensure compliance with Title VI, you must take reasonable steps to ensure that LEP persons have meaningful access to your programs (70 Fed. Reg. at 74087 to 74100); Title IX of the Education Amendments of 1972, as amended, which prohibits you from discriminating because of sex in education programs or activities (20 U.S.C. 1681 et seq).

### **Disadvantaged Business Enterprise (DBE) Policy**

As a part of the agreement with FDOT, the Agency and its contractors and subcontractors agree to ensure that Disadvantaged Business Enterprises (DBEs) as defined in 49 CFR Part 26, as amended, have the opportunity to participate in the performance of contracts. The Agency and its contractor and subcontractors shall not discriminate on the basis of race, color, national origin, or sex in the performance of any contract. The contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of FDOT-assisted contracts. Failure by the contractor to carry out these requirements is a material breach of this contract, which may result in the termination of the contract or such other remedy as the recipient deems appropriate. The Agency understands that FHWA funds provided by FDOT are subject to 49 CFR 26.21 and must follow the FDOT overall DBE goal and program.

### **E-Verify**

For all CFPRC activities, vendors, and contractors of the Agency will use the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the vendor or contractor while contracted with the Agency. Additionally, vendors and contractors will expressly require any subcontractors performing work or providing services pursuant to work for the Agency shall likewise utilize the U.S. Department of Homeland Security's E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor while working for the Agency.



## Title VI Investigations, Complaints, and Lawsuits

In accordance with 49 CFR 21.9(b), the Agency must record and report any investigations, complaints, or lawsuits involving allegations of discrimination. The records of these events shall include the date that the investigation, lawsuit, or complaint was filed; a summary of the allegations; the status of the investigation, lawsuit, or complaint; and actions taken by the Agency in response; and final findings related to the investigation, lawsuit, or complaint. The records for the previous three (3) years shall be included in the Title VI Plan when it is submitted to federal funding or other authorities.

For the past three (3) years, the Agency reports the following discrimination incidents, investigations, complaints or lawsuits:

Type of Issue	Date of Receipt	Basis/Issue	Current Status	Actions(s) Taken

# Public Participation and Language Assistance

The Central Florida Regional Planning Council (CFRPC) strives to ensure full and fair participation by all potentially affected individuals, groups, and communities in the decision-making process of all programs. Through public engagement and involvement activities all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for any Central Florida Regional Planning Council program.

Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described below are designed to provide the public with effective access to information about Central Florida Regional Planning Council services and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services. The Public Participation Plan (PPP) for Transportation and Transit Programs is included as Appendix C to this Title VI Plan.

## Current Outreach Efforts

Central Florida Regional Planning Council is required to submit a summary of public outreach efforts made over the last three (3) years. The following is a list and short description of Central Florida Regional Planning Council's recent, current, and planned outreach activities.

Activity Name	Summary	Current, Recent, or Upcoming
Council Meetings	The Council meets on the second Wednesday of the month, and all meetings are open to the public and advertised in the State Florida Administrative Register. Agendas include an opportunity for public comments and participation.	Current
Public Hearings	CFRPC holds required public hearings. In addition, public hearing notices are published in the State Florida Administrative Register and local newspapers.	Current
Website	CFRPC maintains a website that provides current information about CFRPC activities, members, meetings, and contacts. The website allows visitors to get to know the regional projects with visual tools and provides links to other websites of interest.	Current
Public Engagement	As appropriate, community engagement strategies are developed for projects that incorporate a complementary mix of smaller, community-based forums, large-scale public forums, and online opportunities for engagement with the goal of ensuring a diverse set of views are included and considered in the decision-making process.	Current

## Limited English Proficiency Plan

Individuals who have a limited ability to read, write, speak or understand English are LEP. The Central Florida Regional Planning Council is federally mandated (Executive Order 13166) to take responsible steps to ensure meaningful access to the benefits, services, information and other important portions of its programs and activities for individuals who are LEP. Central Florida Regional Planning Council has performed a four-factor analysis to develop its Limited English Proficiency Plan (included as Appendix D) and based on the Safe Harbor guidance, written translations of vital documents will be made available in the following languages:

DeSoto County - Spanish  
 Hardee County - Spanish  
 Highlands County - Spanish  
 Okeechobee County - Spanish  
 Polk County - Haitian Creole and Spanish

# Current Transportation/Transit System Description

## Organization Overview

As a transportation provider in DeSoto, Hardee, Highlands, and Okeechobee Counties, the CFRPC's program goal is to maintaining the best-coordinated transportation system possible for this community with the objective of providing safe, reliable, timely, and efficient transportation services to county residents.

## Organizational Structure

The CFRPC is the recipient of Federal Transit Funds and acts as a conduit to pass those funds to the Community Transportation Coordinator (CTC) (Chapter 427, F.S. Transportation Disadvantaged Program). The CTC is currently a private for-profit organization and is therefore not eligible to be a direct recipient of federal funds. As the recipient of federal funds, the CFRPC is required to meet the federal rules and regulations of funding sources. When funds are passed through to the CTC, all federal rules are also passed on to the CTC, and they are monitored for compliance. The CTC is the actual agency that takes transportation reservations. The CTC contracts with private for-profit operators who provide direct transportation trips to system clients. Therefore, when reporting the number of employees in the transportation system, the numbers apply only to the CTC staff and the contract operators in the system. In addition, CFRPC receives mobility grants that serve the counties of DeSoto, Glades, Hardee, Hendry, Highlands, and Okeechobee.

The CTC General Manager of the transportation service area is responsible for all of the day-to-day operations of the transportation service. The CTC also reports directly to the Local Coordinating Board who gives information and direction regarding service. The CTC provides services in accordance with the Community Coordinator's approved Operations Manual/System Safety/Security program and its Transportation Disadvantaged Service Plan (TDSP).

## Agency Type

Central Florida Regional Planning Council operates as a governmental agency with the authority to enter into an agreement with the CTC to pass Federal funds through to that company.

## Administration

The Community Transportation Coordinator (CTC) is responsible for training and management of our transportation program. All safety sensitive employees are required to complete FDOT approved safety and security

training course as part of their new hire orientation. All new employees are also required to complete on-the-road drivers training, which includes riding with a training driver, behind-the-wheel training, and training on proper use of wheel chair lifts and securement devices. The CTC General Manager is responsible for annual renewal of all liability insurance for both FDOT and agency owned vehicles, as well as vehicle registration renewal. It is the Transportation Manager's responsibility to administer all aspects of the transportation program and to control access and usage of all agency vehicles.

## Vehicle Maintenance and Records

Maintenance on all agency vehicles is provided by contract carriers or outside vendors. All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the FDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at each contract carrier's base.

## Transportation Related Employees

The transportation system is made up of 73 employees and no volunteers.

## Driver Information

Only transportation employees that have completed all of the required safety and drivers training requirements will be allowed to drive the agency vehicles.

## Service Routes and Ridership Numbers

Transportation services provided through our program are available to the general public for medical, nutrition, shopping, social service, training, employment, social and recreation trips. Approximately 100% of the medical trips we provide are to medical facilities in and out of the service area; therefore, our out-of-county services are directed to the nearby highway corridors that surround this community for optimum efficiency of trip duration and the most convenient route. Currently, we use a variety of vehicles to provide passenger services. Eighty percent or more of the fleet which includes vans and modified vans are equipped for wheelchair service. We prioritize grouping trips and multi-loading to the maximum extent possible. We make approximately 220 passenger trips per day on average and leverage our fleet resources so that all vehicles are used in a responsible manner to provide full coverage and retire the vehicles at a consistent pace and appropriate age and mileage.

# Title VI Plan Adoption Meeting Minutes and FDOT Concurrence Letter

The Central Florida Regional Planning Council's Title VI Plan will be taken to the Council Board for adoption on December 8, 2021. An excerpt of the meeting minutes are as follows:



## Central Florida Regional Planning Council

### Excerpt from

December 8, 2021

**AdventHealth Fieldhouse & Conference Center, Room A (Enter at E1)  
210 Cypress Gardens Blvd. | Winter Haven, FL**

### **AGENDA ITEM #5 TITLE VI AND NONDISCRIMINATION POLICY**

Marybeth Soderstrom presented an update to the CFRPC Title VI and Nondiscrimination Policy covering all aspects of the Council, with an emphasis on the transportation elements as the Federal Transportation Administration (FTA) and Florida Department of Transportation (FDOT) have specific requirements. Ms. Soderstrom presented the specifics of the update including naming Annie Arguello as the CFRPC Title VI Nondiscrimination Coordinator.

### **MOTION**

Noel Chandler moved to approve the update to the Title VI Nondiscrimination Policy as presented. Jackie Tucker seconded.

Motion carried unanimously.

The Plan will be included with the grant applications for FDOT review and approval. The Central Florida Regional Planning Council will make any corrections/additions to the plan based on FDOT's review and comments.

# Public Participation Plan for Transportation and Transit Programs

The Public Participation Plan (PPP) for Central Florida Regional Planning Council's transportation and transit programs was developed to ensure that all members of the public, including minorities and Limited English Proficient (LEP) populations, are encouraged to participate in the decision-making process for Central Florida Regional Planning Council. Policy and service delivery decisions need to take into consideration community sentiment and public opinion based upon well-executed outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Central Florida Regional Planning Council services and to provide a variety of efficient and convenient methods for receiving and considering public comments prior to implementing changes to services. Central Florida Regional Planning Council also recognizes the importance of many types of stakeholders in the decision-making process, including other units of government, metropolitan area agencies, community-based organizations, major employers, passengers, and the general public, including low-income, minority, LEP, and other traditionally underserved communities.

## Public Participation Goals

The main goal of the PPP is to offer meaningful opportunities for all interested segments of the public, including, but not limited to, low-income, minority and LEP groups, to comment, about Central Florida Regional Planning Council and its operations. The goals for this PPP include:

- **Inclusion and Diversity:** Central Florida Regional Planning Council will proactively reach out and engage low-income, minority, and LEP populations for the Central Florida Regional Planning Council service area so these groups will have an opportunity to participate.
- **Accessibility:** All legal requirements for accessibility will be met. Efforts will be made to enhance the accessibility of the public's participation – physically, geographically, temporally, linguistically and culturally.
- **Clarity and Relevance:** Issues will be framed in public meetings in such a way that the significance and potential effect of proposed decisions are understood by participants. Proposed adjustments to fares or services will be described in language that is clear and easy to understand.
- **Responsive:** Central Florida Regional Planning Council will strive to respond to and incorporate, when possible, appropriate public comments into transportation decisions.
- **Tailored:** Public participation methods will be tailored to match local and cultural preferences as much as possible.
- **Flexible:** The public participation process will accommodate participation in a variety of ways and will be adjusted over time as needed.

## Public Participation Methods

The methods of public participation included in this PPP were developed based upon best practices in conjunction with the needs and capabilities of the Central Florida Regional Planning Council. Central Florida Regional Planning Council intends to achieve meaningful public participation by a variety of methods with respect to service and any changes to service.

Central Florida Regional Planning Council will conduct community meetings and listening sessions as appropriate with passengers, employers, community-based organizations, and advisory committees to gather public input and distribute information about service quality, proposed changes or new service options.

The public will be invited to provide feedback on the Central Florida Regional Planning Council website ([cfrpc.org](http://cfrpc.org)), and all feedback on the site will be recorded and passed onto Central Florida Regional Planning Council management. The public will also be able to call the Central Florida Regional Planning Council office at (863)534-7130 during its hours of operation. Feedback collected over the phone will be recorded and passed onto Central Florida Regional Planning Council management. Formal customer surveys to measure performance, and listening sessions to solicit input, will be conducted periodically. The comments recorded as a part of these participation methods will be responded to as appropriate.

Meeting formats will be tailored to help achieve specific public participation goals that vary by project or the nature of the proposed adjustment of service. Some meetings will be designed to share information and answer questions. Some will be designed to engage the public in providing input, establishing priorities, and helping to achieve consensus on a specific recommendation. Others will be conducted to solicit and consider public comments before implementing proposed adjustments to services. In each case, an agenda for the meetings will be created that works to achieve the stated goals and is relevant to the subject and not overwhelming for the public.

For all public meetings, the venue will be a facility that is accessible for persons with disabilities and, preferably, is served by public transit. If a series of meetings are scheduled on a topic, different meeting locations may be used since no one location is usually convenient to all participants.

For community meetings and other important information, Central Florida Regional Planning Council will use a variety of means to make riders and citizens aware, including some or all of the following methods:

- In-vehicle advertisement
- Posters or flyers distributed to clients riding vehicles
- Posting information on the website
- Press releases and briefings to media outlets
- Multilingual flyer distribution to community-based organizations, particularly those that target the LEP population
- Flyers and information distribution through various libraries and other civic locations that currently help distribute timetables and other information
- Communications to relevant elected officials
- Other methods required by local or state laws or agreements

All information and materials communicating proposed and actual service adjustments will be provided in English and any other language that meets the “safe harbor” criteria.

### Public Hearing

The Central Florida Regional Planning Council holds public hearings when required by grant submittals. Notifications for public hearings are advertised in the State Florida Administrative Register and in local newspapers with wide distribution. Transportation is provided to those persons requesting service to attend the meetings.



## Heartland Regional Transportation Planning Organization Public Participation Plan

The Heartland Regional Transportation Planning Organization (HRTPO) serves as the Designated Official Planning Agency in the counties of DeSoto, Glades, Hardee, Hendry, Highlands, and Okeechobee and follows a Public Participation Plan (PPP) adopted by the HRTPO Board on November 28, 2018. The organization’s PPP was developed to ensure that all members of the public are encouraged to participate in the decision-making process for the Agency. The HRTPO programs, services and activities will consider public opinion and community input based upon documented outreach efforts. The public outreach strategies described in the PPP are designed to provide the public with effective access to information about Agency programs, services and activities, and to provide a variety of efficient and convenient methods for receiving and considering public comment prior to implementing changes to services.

**To view the HRTPO’s Public Participation Plan, please visit [www.heartlandregionaltpo.org](http://www.heartlandregionaltpo.org).**

# Language Assistance Plan

The guidance outlines four factors recipients should apply to the various kinds of contacts they have with the public to assess language needs and decide what reasonable steps they should take to ensure meaningful access for LEP persons:

## Self-Assessment (4 Factor Analysis)

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee.
2. The frequency with which LEP individuals come in contact with the program.
3. The nature and importance of the program, activity, or service provided by the recipient to people's lives.
4. The resources available to the recipient and costs.

## Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

U.S. Census Language Spoken At Home 2014-2019 American Community Survey 5-Year Estimates

	DeSoto	Hardee	Highlands	Okeechobee	Polk	Florida
<b>All Households</b>	<b>12,072</b>	<b>7,863</b>	<b>41,740</b>	<b>13,904</b>	<b>235,283</b>	<b>7,736,311</b>
<b>Percent limited English-speaking households</b>	<b>11.3%</b>	<b>10.2%</b>	<b>3.3%</b>	<b>5.2%</b>	<b>4.0%</b>	<b>6.9%</b>
<b>Population 18+ Speak English less than "very well"</b>	<b>6.9%</b>	<b>10.0%</b>	<b>3.9%</b>	<b>4.8%</b>	<b>5.6%</b>	<b>7.8%</b>

Data Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

### Languages Spoken by limited English-speaking households (Percentage of limited English-Speaking households)

A "limited English speaking household" is one in which no member 14 years old and over speaks only English or speaks a non-English language and speaks English "very well." In other words, all members 14 years old and over have at least some difficulty with English.

	DeSoto	Hardee	Highlands	Okeechobee	Polk	Florida
<b>Spanish</b>	<b>40.4%</b>	<b>32.1%</b>	<b>19.1%</b>	<b>31.5%</b>	<b>19.3%</b>	<b>26.1%</b>
<b>Other Indo-European languages</b>	<b>18.5%</b>	<b>0.0%</b>	<b>13.5%</b>	<b>13.3%</b>	<b>14.2%</b>	<b>16.9%</b>
<b>Asian and Pacific Island languages</b>	<b>8.7%</b>	<b>0.0%</b>	<b>13.6%</b>	<b>17.8%</b>	<b>19.2%</b>	<b>20.0%</b>
<b>Other Languages</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>9.1%</b>	<b>12.8%</b>

Data Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates

## Additional Data

### CareerSource Heartland

CareerSource Heartland (CSH) Centers are part of a community partnership providing no-cost recruitment and employment services to job seekers and businesses in DeSoto, Hardee, Highlands, and Okeechobee Counties.

According to the CSH 2020 LEP Annual Assessment: CSH utilizes report information from Employ Florida (EF) to determine the number of potential LEP persons served or encountered within the service area. The current unduplicated number of Hispanic Ethnicity individuals registered between 1/1/2020 and 12/31/2021 is 660 or 30.0% of the total EF number of individuals registered (2,198). Between the dates of 1/1/2020 and 12/31/2020 there were 1,417 contact entries for Hispanic Ethnicity individuals and 660 unduplicated individuals registered.

### Ridge Area ARC

Ridge Area Arc provides transportation to a total of 101 individuals with disabilities, many of which are also seniors within Highlands County. Ridge Area Arc serves an average of 11 Spanish speaking individuals.

## Factor 2: The Frequency with Which LEP Individuals Come into Contact with your programs, activities, and services

In 2020-2021, the CFRPC held 57 meetings that were open to the public including many public workshops. Although translation services were offered free of charge for all meetings and flyers were distributed in English and Spanish, requests for translation services were not requested.

The CFRPC website and email newsletters offers a feature that will translate the content into over 100 languages. Based on data from website usage, 91.26 percent of website visitors in Florida view the website in English, while 0.68 percent viewed the site in Spanish.

Though the CFRPC has regular Council meetings throughout the year, the CFRPC recognizes community outreach is the main source of potential contact between the organization and persons with Limited English Proficiency (LEP). As a result, the frequency of contact is difficult to anticipate.

## Factor 3: The Importance to LEP Persons of Your Program, Activities and Services

The Central Florida Regional Planning Council was established in 1973 under chapter 160 and by interlocal agreement. The Council elected to comply with Chapter 163 in 1985 including: Review of local government comprehensive plans for consistency with the state plan and strategic regional policy plans; Coordination of all development activities and services among local, state, regional and federal agencies; And cooperate and work with units of local government in the preparation and adoption of comprehensive plans, or elements or portions thereof, and of local land development regulations.

### The CFRPC initially prioritized the following classes of "vital" documents for translation:

- Forms or written material related to individual rights, such as notices of rights.
- Notices regarding the availability of language assistance services at no cost to LEP persons.
- Notices of public community meetings or other outreach.
- Description of the Plans and Programs of the CFRPC.



The role of the Regional Planning Council does not include any direct services or programs that offer immediate or emergency assistance. Classification of a document as “vital,” depends upon the importance of the program, information, encounter, or service involved, and/or the consequence to the LEP community if the information in question is not provided in an accurate or timely manner.

## Factor 4: The Resources Available to the Recipient and Costs

### Language Assistance Services Currently Provided

Resource	Associated Cost to the CFRPC	Application
Document Translation	\$75.00 per page (Estimate)	Translation of standard CFRPC forms and documents.
Website Translation	Indeterminable	The current language translation feature of the CFRPC website is incorporated in current website maintenance and design management.
Email Translation	Indeterminable	The current language translation feature on the emails sent via www.mailchimp.com is incorporated through the service provider.
Notice	Indeterminable	Notification of the availability of free language services to LEP persons is included within meeting notices. Notice is provided on the organization’s website and on appropriate materials developed for meetings, events, and public hearings.
Oral Interpretation	Indeterminable	CFRPC has utilized volunteers from partner agencies and bilingual staff to provide interpretation services at CFRPC public meetings and workshops.

Based on this 4 Factor Analysis and the Safe Harbor guidance, written translations of vital documents will be made available in the following languages by program service area:

- DeSoto County - Spanish
- Hardee County - Spanish
- Highlands County - Spanish
- Okeechobee County - Spanish
- Polk County - Haitian Creole and Spanish



**Limited English Proficiency Plan**

**HRTPO**  
Heartland Regional Transportation Planning Organization  
heartlandregionaltpo.org  
(863) 534-7130

Adapted February 22, 2017

## Heartland Regional Transportation Planning Organization Limited English Proficiency Plan

The Heartland Regional Transportation Planning Organization (HRTPO) serves as the Designated Official Planning Agency for the Transportation Disadvantaged programs in the counties of DeSoto, Glades, Hardee, Hendry, Highlands, and Okeechobee and follows an adopted Limited English Proficiency Plan (LEP). The organization’s LEP was developed to ensure that all members of the public including Limited English Proficient (LEP) populations are encouraged and able to participate in the decision-making process for the Agency.

**To view the HRTPO’s Limited English Proficiency Plan, please visit [www.heartlandregionaltpo.org](http://www.heartlandregionaltpo.org).**



**[www.cfrpc.org](http://www.cfrpc.org)**

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